

FFY 2015 State Plan - Attachment 4.8 (b) (3) – Cooperative Agreements with Private Nonprofit Vocational Rehabilitation Service Providers

~~Instead of cooperative agreements,~~ Washington DSHS/DVR contracts with Community Rehabilitation Programs (CRPs) ~~Private Nonprofit VR Service Providers~~ to provide assessment, placement, retention, and training services. The majority of CRPs are Private Nonprofit providers; however, in some instances, the CRP contract is with a government organization or private, for-profit businesses. Within the state of Washington, ~~the Governor's Office of Financial Management requires all~~ state agencies are to utilize contracts in lieu of cooperative agreements for the purpose of procuring goods and services. These contracts meet the requirements as specified ~~provide the same content as "cooperative agreements" specified~~ within CFR 361.31. DSHS/DVR's Community Rehabilitation Program (CRP) contract is procured through an open Request for Qualifications (RFQ) process and is renewed every two years. ~~to assure timely and responsive content to needs of DSHS/DVR customers.~~ The RFQ defines the services, expected outcomes of service delivery, payment systems, uniform fees, and the qualifications that a prospective contractor is required to meet in order to be granted a CRP Contract. DSHS/DVR does not currently limit the number of contractors ~~Nonprofits~~ responding to the RFQ and ~~Nonprofits~~contractors choose which of the contract services to provide. ~~In some instances, the CRP contract is with a government agency and private, for-profit businesses.~~ Currently, approximately ~~1~~ 1025 organizations have a CRP contract with DSHS/DVR.

The services identified and defined in the contract are:

- Vocational Evaluation: one or more types of standardized vocational tests used to obtain objective information from the DSHS/DVR customer in response to specific questions presented by a DSHS/DVR Counselor about a customer's work-related strengths and limitations;
- Trial Work Experience: contractors are responsible for arranging a real work setting(s) and assessing whether a customer is able to benefit from VR services. The results of the TWE are used to determine eligibility based on clear and convincing evidence whether the individual's disability is too significant to benefit from VR services;
- Community-based Assessment: contractors are responsible for finding and securing positions in realistic work settings to help assess work interests and abilities and identify any employment barriers a customer may face. This process will assist in collecting information needed to determine eligibility or for identifying the nature and extent of support(s) and accommodation(s) needed for the customer to obtain and maintain competitive employment;
- Job Placement: location of and placement of a customer into a paid and integrated employment position, as mutually defined and agreed to by the DSHS/DVR Counselor, customer and CRP;
- Intensive Training (available for individuals having a Supported Employment plan): one-on-one job skills training and support provided at the supported

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employment job site to enable a DSHS/DVR customer to: 1) attain job stabilization in on-the-job performance, with job supports; 2) meet their employers' expected levels of work productivity; and 3) transition to long-term Extended Services as provided by an entity other than DSHS/DVR; and

- Job Retention (for individuals not having a Supported Employment plan): individualized training and support services that enable a DSHS/DVR customer to learn the essential functions of a job, meet the employer's expected level of job performance, and retain their employment for ninety (90) calendar days past the point of Job Placement.
- Off-Site Psycho-Social Job Support Services: regular therapeutic interaction with a DVR Customer who has not disclosed his/her disability to their employer or the employer prohibits access to the worksite. Off-Site Psycho-Social Job Support Services enables the individual to maintain satisfactory job performance and successful interactions with others at the workplace.

Some of the services in the contract are provided at various levels of intensity. Trial Work Experience, Community Based Assessment, Job Placement, Intensive Training, and Job Retention are available in three levels of intensity. The level of intensity is determined by universal and unique barriers presented by the customer that are impeding the customer from obtaining and/or maintaining employment.

All services in the contract are outcome based. This means payments are made for actual delivery of the expected result or outcome of service rather than paying for "service" as a free-standing process through a unit-of-service basis. The expected outcome is specific to the service as indicated in the definition with a report detailing the activities associated with the provision of service and outcomes attained. Incentives to pay bonus for customer employment outcomes under certain circumstances are included in the contract.

During 2015 DSHS/DVR will establish CRP and VR workgroup(s) to :

1. ~~establish a workgroup with CRP and DSHS/DVR staff to~~ conduct a comprehensive review of the current contract model to determine improvements or modifications that may be needed for the 14-16 CRP contract
2. ~~Additionally, DSHS/DVR will establish a workgroup with CRP representation to collaboratively develop an evaluation tool that looks at includes both qualitative and quantitative information and information related to rehabilitation about the quality of outcomes and the length of time to complete the service, and process.~~
3. ~~assess the cost of providing CRP services~~
4. ~~develop "best practices" for VR staff to work more effectively with CRPs, including the development of training for DSHS/DVR staff and CRP staff. Additionally, the workgroup will recommend specific DSHS/DVR supported training for CRP partners to help them more effectively serve DSHS/DVR customers.~~

Also, a DSHS/DVR workgroup is being developed to establish "best practices" for VR-

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~~staff to work more effectively with CRPs, including the development of training for DSHS/DVR staff and CRP staff. Additionally, the workgroup will recommend specific DSHS/DVR supported training for CRP partners to help them more effectively serve DSHS/DVR customers.~~

~~As relevant policy changes are updated in the DSHS/DVR Policy Manual, they will be shared not only with DSHS/DVR staff but also with CRPs. In addition,~~ DSHS/DVR plans to conduct regular meetings and information sharing with CRPs at the local level, such as brown bags, to improve communication, support service delivery coordination and enhance services to customers. These meetings will assure that DSHS/DVR follows consistent practices at the local level and keeps CRPs regularly informed of relevant policy or program changes. DSHS/DVR will continuously evaluate the CRP contract model to ensure it meets the needs of DSHS/DVR customers and supports high performance at a reasonable cost for both DSHS/DVR and providers.